

Report to: **Adult Social Care Scrutiny Committee**
Date: **19 November 2009**
By: **Director of Adult Social Care**
Title of report: **Supporting People Commissioning Project**
Purpose of report: **To update the Committee on the Supporting People Commissioning Project**

RECOMMENDATIONS

The Adult Social Care Scrutiny Committee are recommended to note progress made with the Commissioning Project to date.

1. Financial Appraisal

1.1 East Sussex County Council receives a programme grant of £11.561m each year from the Department for Communities and Local Government for Supporting People. This funds housing support services for vulnerable people aged 16 and over. The total Supporting People funding available for 2009/10 is shown at Appendix 1.

1.2 The Supporting People Commissioning Project is being delivered in three distinct phases:

- Phase one: The Home Works contract is fixed for the three years of the contract. Total commitment is £3.570m.
- Phase two: Will start to be delivered in 2010/11 and, as with phase one, this will be delivered within existing resources. Total resources available £2.988m.
- Phase three: Will need to ensure that specialist services are delivered within the funding available. Total resources available £5.034m

1.3 Although notification has been received that the Supporting People Grant is fixed until 2011, there is a risk that the grant may be reduced. A reduction in grant would require the reassessment of resources available to deliver phases two and three of the Commissioning Project.

1.4 From 2010/11, the Supporting People Grant will become part of the Area Based Grant mechanism. There has been confirmation at the Strategic Forum of the commitment by East Sussex County Council to 'ring-fence' the Supporting People funding. However, there is no long term certainty that the current level of funding will be maintained in central government funding streams.

2. Background and Supporting Information

2.1 The purpose of the Supporting People Commissioning Project is to implement the Supporting People five year strategy (2005-2010). The strategy was updated in 2007 and introduced a new commissioning model for the programme. It addresses three main shifts:

- A move to more 'generic' housing-related support services, in order to be able to deliver more support to more people.
- Linking funding more closely to need rather than the 'inherited' legacy of funding.
- Making the delivery of change manageable through phasing changes over time.

2.2 The overall Commissioning Project is being managed in three separate phases with each phase being managed as a distinct project.

2.3 Phase one covers existing Supporting People funded services for people aged 16 to 64. A new countywide generic floating support service has been commissioned and was launched on 1 July 2009. The service is called Home Works: short term support for long term independence. Home Works is working with nearly 800 service users across the county. Two case studies from the new Home Works service can be seen at Appendix 2.

2.4 Phase two covers existing Supporting People funded services for people aged over 65 years. We have been working with our stakeholders and partners on our plans for housing support services for older people since July 2008. We held a formal consultation between June and August 2009 including five well attended consultation cafes across the county.

2.5 On 1 October 2009, the Strategic Forum agreed that:

- There should be a staged approach to funding sheltered housing according to need.
- Each district and borough should have a floating support service for older people on offer. This service will be a short-term flexible, needs led service.
- The potential for releasing savings from current extra care services should be investigated and funding for future services will be considered in phase three.
- Supporting People will work with Adult Social Care to establish an easy to access consistent community alarms service for older people. Improved costs, savings and performance will be negotiated through this process.
- The current leaseholder policy will remain the same - we will not accept any new applications from individual leaseholders and will not increase payments to existing eligible leaseholders. Leaseholders will be eligible to apply for any newly commissioned or re-specified services.
- Handyperson services should remain a priority for the partnership. Future provision of these services will be considered when the outcome of the current handyperson grant pilot is known.
- Adult Social Care and the districts and boroughs will work together to map out processes for the Disabled Facilities Grant (DFG) element of the HIA activity. Supporting People will work with the group on the information and advice element of the HIA activity.
- All contracts that fall within phase two should be extended until the end of March 2011. The Supporting People team is seeking agreement to do this.

2.6 Phase three covers existing Supporting People funded services that have been retained as 'specialised' services. The project brief for phase three of the Commissioning Project was presented to the Strategic Forum in December 2008. It set out the work required to develop and implement a commissioning plan for specialised Supporting People funded services for people aged 16 to 64.

- To date the Supporting People Contracts Officers have visited all providers of services within phase three to collect up to date information about 53 of the 56 services. The remaining three services are community alarm services and these were examined as part of the work to look at all Supporting People funded alarms.
- We have completed a strategic review of the services provided by the Seaview Project.
- Work is in progress to respond to the research carried out on the housing related-support needs of ex-offenders in East Sussex.

3. Conclusion and Reasons for Recommendation

3.1 Housing support services deliver effectively against the early intervention and prevention pillar of the Putting People First agenda and represent an essential part of the menu of services. Supporting People also has good quality monitoring of services and a highly developed national outcome framework.

3.2 The housing support services funded by the Supporting People programme contribute to the delivery of a wide range of partners' strategies including Pride of Place and help to deliver a positive Corporate Area Assessment outcome. There are two national indicators for the Supporting People programme: NI 141 and NI 142. NI 142, the percentage of Supporting People service users who continue to live independently, is in the current Local Area Agreement (LAA). Performance on both indicators is currently above the benchmarks set as shown at Appendix 3.

3.3 The Adult Social Care Scrutiny Committee are recommended to note progress made with the Commissioning Project to date.

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Local Member(s): All

BACKGROUND DOCUMENTS – Supporting People Consultation Report: The move forward: consultation on housing support services for older people October 2009

Appendix 1

Funding

The total Supporting People funding for 2009/10 is £13.050m and comprises:

	£'m
2009/10 Supporting People Grant	11.561
2008/09 underspend carried forward	1.133
HIA funding	0.206
Handyperson Service (grant)	0.150
	13.050

Appendix 2

Home Works Case Study 1

Background

Celia is a young woman with mild learning disabilities and complex physical health needs. She currently lives with her parents, but is keen to live in her own. She has been assessed as able to live independently, though there is an acknowledgement that this does involve some element of risk. However Celia is determined and her family are supportive and overall it is felt to be a positive move.

The District Council have allocated her a property in a new block which is due for completion soon and Adult Social Care have allocated direct payments to enable her, with the help of her family, to employ a personal assistant for 25 hours a week. This will start once she has moved in to her new flat.

Assessment

Home Works staff visit Celia and her Care-Coordinator and clarify what is being asked of Home Works, and the different roles of the various people involved with Celia. It is clear that Celia's ongoing support needs will be met by the personal assistant, but help is needed to make sure that Celia's move is as successful as possible. Home Works staff check Celia's views on what is happening and that she wants our support. From this discussion an action plan is drawn up with Celia, which will act as the basis for our input.

Support

The tenancy is due to start in 4 weeks time and so Home Works staff liaise with Celia and her family to plan what work needs to be done. We ensure that all benefits are in order, liaise with the housing officer from the Council, liaise with utility companies. This is not just a problem solving exercise, but includes helping Celia learn skills and develop strategies for dealing with issues in future. It also involves regular checks with Celia that things are happening in the way she wants them to happen, and that she feels in control of the situation.

We will help Celia check for GPs, Dentists etc in the new area and go with her to register. We also spend time helping Celia become familiar with the new area, and working out and then practicing how to make the journey from the new flat to Celia's work two days a week and her day services three days, as well as how to get to her parents, other family and friends and the local church.

Once Celia has moved into the flat the Personal Assistant starts work and so works with Celia in setting up a routine for many of the practical tasks around and daily living. The Home Works staff continue to work with Celia to ensure that utilities are set up, she understands how to deal with emergency maintenance issues in the flat, she knows how to pay her rent, she knows her Housing officer, she understands the Tenant Involvement activities that are happening locally.

Review

At 10 weeks it seems as if Celia is settled in well and so Home Works calls a review, inviting all involved. Everyone's role is clarified, no loose ends are left over from the move, Celia is happy in her new home. Everyone has details of Home Works just in case there is a future need.

Case Closed

Home Works Case Study 2

Background

The Smiths are a family of Gypsies who live in caravans on land which they own. They are referred by the Traveller Liaison team as they have been suffering with financial problems as well as some issues with neighbours with whom they had previously had good relations.

Assessment

Home Works staff visit the family at home along with a worker from the Traveller Team to discuss how the Home Works service can help. It seems that there are a number of issues around planning, which has brought about the antagonism with the neighbours. There are also issues within the family as one of the adult children has decided that they want to move into settled housing. This daughter has mental health problems and feels she needs some stability to help her manage her mental health better. There are also financial problems caused by a lack of work.

Having discussed these issues an action plan is drawn up with all members of the family. Many of these issues are complex and will take time to work on and so the plan focuses on the first stages of what needs to be done.

Support

The staff discuss priorities with the family and take the lead from them in identifying that getting to grips with the financial problems is the most important activity to undertake. Staff carry out a benefits review as the family have not previously claimed benefits and help them to both make claims, as well as understand the process.

This is a relatively straightforward piece of work, though there are complications because of a lack of documents and records, and so Home Works staff help to source these as well as discussing systems for managing paperwork which work for the family so that they can manage this themselves in the future.

Longer term issues relate to the planning and neighbour issues and this involves a referral to a specialist agency which can provide legal advice around planning as well as working with a mediation service to rebuild relations with the neighbours.

Many discussions are held about the housing options for Mary, the oldest daughter. The Home Works staff work with a family based approach respecting Mary's desire to only move with her parents' agreement, and the outcome of this piece of work remains to be seen.

Review

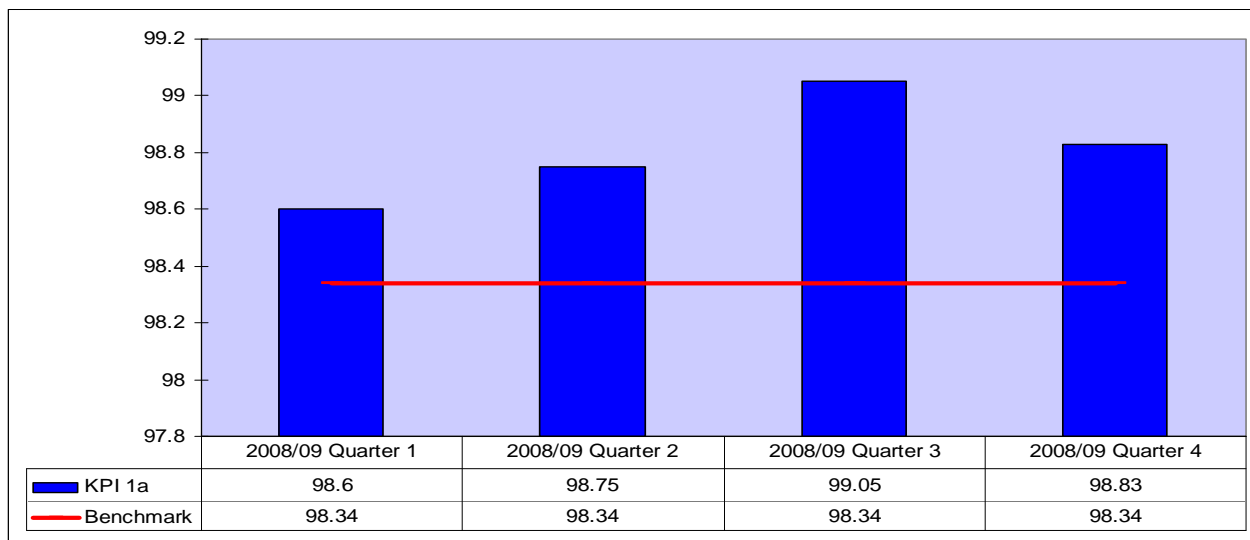
The work is constantly reviewed informally to make sure that the family feel in control of what is happening. There is also a formal review held at three months. There are a wide range of issues which the family are dealing with and so it is useful to go through these one by one to confirm that everyone can see what has been achieved so far as well as agreeing what the next steps should be.

Appendix 3

KPI 1a (NI 142): Percentage of service users who continue to live independently

This indicator is in the LAA. The graph shows the number of service users who have established or are maintaining independent living (existing service users and those who have left as they no longer require support to live independently) as a percentage of the total number of service users during the period.

Performance in 2008/09



KPI 2 (NI 141): Service users who have moved on in a planned way

This graph shows the number of service users leaving the services in a planned way as a percentage of all departures from short term services.

